



How to use licensed vehicles safely

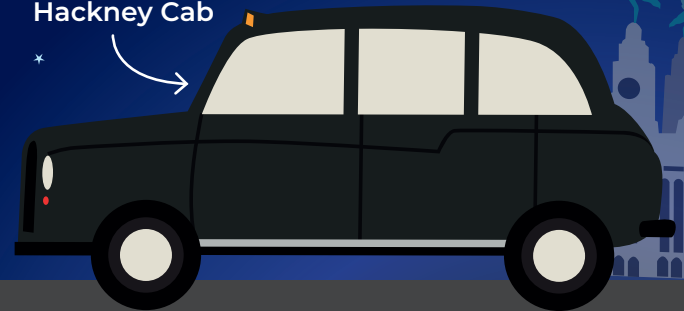
- Check the vehicle has a valid plate and make a note of the number
- Understand the difference between a Hackney Cab & private hire
- Pre-book your journey where possible.
- Never get into a private hire vehicle you haven't booked
- Know where the taxi ranks are
- Ride with friends where possible, or let a trusted person know the details of the vehicle and where you are going

Your rights as a passenger

- The driver must take you by the shortest route, unless you request a preferred route
- The driver must not allow other passengers to share the vehicle without your consent
- The driver of a Hackney Cab cannot refuse a fare within the boundary of Liverpool, the driver must also start the meter at the start of the journey
- The driver must assist you with loading and unloading luggage (unless they have a valid exemption certificate from Liverpool City Council)
- You can ask to view the drivers badges before entering the vehicle

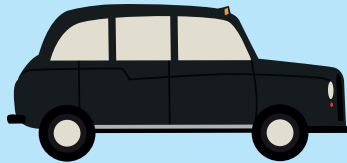
Do you know the difference between Liverpool's Licensed Vehicles

Hackney Cab



Private Hire





Hackney Cabs (Black Cabs)

Liverpool Hackney Carriage Vehicles display the word 'TAXI' on the vehicle and have a yellow plate on the front and rear of the vehicle. The plate number displayed on the vehicle should also be displayed inside the vehicle. Take note of this number when entering the vehicle.

Hackney Carriage Taxis can be hailed in the street when the orange 'TAXI' light is on, hired from a rank or booked in advance.



Private Hire Vehicles

Private hire vehicles can be recognised by a red and white plate attached to the rear of the vehicle, take note of this number when entering the vehicle. The vehicle should also have door signs which will display the name of their operator.

Private hire vehicles **MUST** be pre-booked before you travel, via an app, phone or website. Once the vehicle arrives always check with the driver that it is the correct vehicle, they should know your name and destination. If you do not have a booking the vehicle is not insured to take you and could potentially be dangerous.



 @lcc_licensing

 licensingenforcement@liverpool.gov.uk

If you have any issues with a Liverpool Licensed vehicle please contact us
liverpool.gov.uk/taxis